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September 10, 2013

Jocelyn Boyd, Esquire
Chief Clerk and Administrator
South Carolina Public Service Commission, Suite 100
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Petition of the Office of Regulatory Staff to Request An Order Requiring Tega Cay Water Service, Inc. to Provide Adequate and Proper Service. Docket No. 2013-168-WS.

Dear Ms. Boyd:

I am writing on behalf of Tega Cay Water Service, Inc. ("TCWS") to inform the Commission of three sanitary sewer overflows ("SSOs") that occurred in the Tega Cay subdivision between August 30, 2013 and September 3, 2013. The volume of the SSOs ranged from 120 gallons to an estimated 1,000 gallons. Two of the three SSOs reached Lake Wylie, causing TCWS to post "*No Swimming*" signs until water quality samples demonstrated normal lake background levels of bacteria to the satisfaction of DHEC on September 4th. The SSOs, summarized in the table below, were unexpected and obviously a source of disappointment to TCWS.

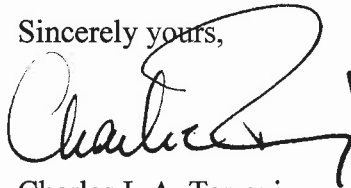
Date	Incident	Cause	Overflow Amt.	Reached Surface Water?
08/30/2013	Overflowing manhole E-9 located behind 4122 Marquesas Ave. Near WWTP # 2	Grease Blockage	500 gallons	No
09/1/2013	Overflowing manhole H-72 located between 10040 Tega Place and 10023 Bora Bora	Root Blockage	1,000 gallons	Yes
9/3/2013	Overflowing cleanout at E-6 location behind 4112 Marquesas Avenue	Root blockage	120	Yes (<20 gallons)

Given the significant amount of progress in correcting the system's deficiencies, TCWS did not expect the blockages that occurred last weekend in areas that had been previously inspected. TCWS is now developing a more targeted approach using historical data collected with GIS mapping and other available technology to detect developing problems in our system.

TCWS regrets the inconvenience that these SSOs caused to our customers. On September 7th, TCWS's Regional Vice-President, Rick Durham, sent the attached email message to its customers explaining what happened and the company's response. Furthermore, as Mr. Durham stated in his email message, TCWS will ensure that its "*Voice Reach*" telephone notification system is used to alert customers to spills, such as the ones that took place last week-end. Please let me know if the Commission should require any additional information about this matter.

With best wishes, I am,

Sincerely yours,

A handwritten signature in black ink, appearing to read "Charles L.A. Terreni", with a stylized flourish at the end.

Charles L.A. Terreni

c: B. Randall Dong, Esquire
Jeffrey M. Nelson, Esquire
Shannon Bowyer Hudson
Mr. Rick Durham
Scott Elliott, Esquire

Attachment to Letter to Jocelyn Boyd of September 9, 2013

Email Message to Tega Cay Water Service Customers of September 7, 2013.

Customers of Tega Cay Water Service,

My name is Rick Durham and I am in charge of all water and wastewater operations in South Carolina for Utilities, Inc., including Tega Cay Water Service (TCWS). I am writing you to provide you information on last weekend's wastewater overflows.

Since May, I have been directly involved with the Tega Cay wastewater issues, and during that time I have read numerous correspondence and spoken to residents who say they no longer trust Tega Cay Water Service. Given the historical problems in the design and functionality of the Tega Cay system and the continued news of periodic overflows, I can understand the lack of trust that has developed. Now more than ever, we need to establish communication of exactly what is going on with this system because of the importance it has to the community.

Utilities Inc. (UI), who provides water and wastewater utility service to over 300,000 customers in 15 states, has committed all of its resources to assist TCWS in resolving the wastewater issues in Tega Cay and has tasked me personally with the responsibility and objective to eliminate the potential for future overflows and specifically any reaching the waters in Lake Wylie. We have been working diligently on this objective and have pulled in UI resources from other states to address the inflow and infiltration issues plaguing particularly the older sections of the Tega Cay collection system (sections consisting of clay pipe material).

The total replacement of the Tega Cay collection system would be cost prohibitive. However, we have been able to line the existing pipes where most of the I&I (infiltration and inflow) concerns have been an issue in the past. Since mid 2011, working with a consulting engineer, we have made significant progress inspecting, cleaning, and improving the collection system's ability to handle the waste flow in dry and wet conditions. Our work is not done. Given the nature of this system, additional improvements and a more targeted on-going maintenance plan using more specific history and available technology are needed to prevent the possibility of future overflows that may negatively impact the lake and those who enjoy swimming in its coves.

The three overflows that occurred over a few days around the Labor Day week was a disappointment to all and extremely unexpected. Even with the significant amount of progress we have made to date on correcting the system's deficiencies, we did not expect the blockages that occurred last weekend. More importantly, we fell short of taking all possible steps to

ensure everyone received the notice of the spillage in a timely manner. While we did post “No Swimming” signs around the area of the spills, we did not notify our customers by telephone using our “Voice Reach” system. This automated calling feature depends on accurate phone numbers we have on each of your accounts. I have instructed our personnel to utilize Voice Reach on all “no swimming” advisories in addition to other effective forms of communication to we have available to us. Therefore I ask that if you don’t recall recently (or ever) getting a Voice Reach call from us, please contact our customer service office (800) 272-1919 and let the customer service representative know you are calling to update our records.

We are committed to regaining your trust. We are committed to improving the reliability of the Tega Cay collection system and I will continue to commit the resources necessary until the job is completed. I am committed to making the collection system reliable, and welcome the opportunity to meet personally with any members of the community to discuss the Tega Cay system and to listen to your concerns.

Sincerely,

Rick Durham
Regional Vice President